

Animal Control Officer

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
4/11/2011	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	The ACO came to my home to make sure I was well.	<input type="checkbox"/>		I was pleased with the actions and information I received from the ACO. I am most grateful for your concern and help. Thank you and God bless you in your great work.
4/14/2011	4	4	4	4	5	5	4	4	<input type="checkbox"/>		<input type="checkbox"/>		Animal control Services has improved dramatically in the last two years. As an animal lover I am very happy to see a positive change to the counties view towards animals. Thank you.
4/13/2011	5	5	5	5	5	4	4	5	<input type="checkbox"/>		<input type="checkbox"/>		
4/13/2011	4	4	4	4	4	4	4	4	<input type="checkbox"/>		<input type="checkbox"/>		
4/18/2011	5	4	4	5	4	4	4	4	<input type="checkbox"/>		<input type="checkbox"/>		Thank you for this service - keep it going!
4/25/2011	5	4	5	5	5	4	4	5	<input type="checkbox"/>	N/A	<input type="checkbox"/>		Tammy is Awesome
4/27/2011					5	5	5		<input type="checkbox"/>		<input type="checkbox"/>		I contacted Animal Control office on Monday April 25 for a dog that was hit on the road.I moved to dog off the road and called ACO for help.I gave the lady(Tammy I think) directions on where the dog was and told the lady the dog was still alive but I believe had bad internal injuries.My major concern was I didn't want the dog to suffer and lay out for the buzzards.The Lady told me sheâ€™d send someone right out and she did.I called back and thanked her for the help. I realize you have to put the dog down and I'm ok with that.At least it will not suffer.Thank you all very much. Ed Cardiello Eustis,Fl.

Total Surveys 7

Rating

5=Outstanding

4=Good

3=Satisfactory

2=Improvement Needed

1=Unsatisfactory

Average Question 1 4.7

Average Question 2 4.3

Average Question 3 4.5

Average Question 4 4.7

Average Question 5 4.7

Average Question 6 4.4

Average Question 7 4.3

Average Question 8 4.6

Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.

2. The ACO made clear to me how I can comply with animal control laws.

3. My interaction with the ACO was informative.

4. The ACO provided individual attention to my issues.

5. The ACO answered my questions both clearly and professionally.

6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.

7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.

8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 1

% Total Notice of Visit 14%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0

% Total Receive Citation 0%

April 2011 Survey Report For Facilities Maintenance

<u>Requestor</u>	<u>Work Order Number</u>	<u>Additional Comments</u>	<u>Response Time</u>	<u>Proper</u>		<u>Professionalism</u>	<u>Courtesy</u>	<u>Date</u>	<u>Technician (if known)</u>
				<u>Quality of Work</u>	<u>Cleanup after Completion</u>				
Shannon, Kimberly	WRQ-04641		Excellent	Excellent	Excellent	Excellent	Excellent	4/27/2011	Lamar Sowell
Fitzpatrick, Annette	WRQ-04615	Thanks to Lamar for a quick response to this request. Thank you for coming out so promptly.	Excellent	Excellent	Excellent	Excellent	Excellent	4/19/2011	Lamar Sowell
webstercirc	WRQ-04590		Excellent	Excellent	Excellent	Excellent	Excellent	4/18/2011	Lamar Sowell
Shannon, Kimberly	WRQ-04619		Excellent	Excellent	Excellent	Excellent	Excellent	4/18/2011	Freddie Fudger
Shannon, Kimberly	WRQ-04593		Excellent	Excellent	Excellent	Excellent	Excellent	4/15/2011	Freddie Fudger
Shannon, Kimberly	WRQ-04544		Excellent	Excellent	Excellent	Excellent	Excellent	4/11/2011	Freddie Fudger
Shannon, Kimberly	WRQ-04550		Excellent	Excellent	Excellent	Excellent	Excellent	4/11/2011	Lamar Sowell
Chavez, Tina	4556	Inmates used were a big help. They rank excellent on all categories too.	Excellent	Excellent	Excellent	Excellent	Excellent	4/11/2011	Lamar Sowell
Hall, Mary Ann	WRQ-94551		Excellent	Excellent	Excellent	Excellent	Excellent	4/11/2011	Robert Rushin
Hall, Mary Ann	WRQ-04551		Excellent	Excellent	Excellent	Excellent	Excellent	4/11/2011	Robert Rushin
Shannon, Kimberly	WRQ-04549		Excellent	Excellent	Excellent	Excellent	Excellent	4/7/2011	Lamar Sowell

Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
4/14/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
4/14/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4/21/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 3

Average Question 1 5
 Average Question 2 5
 Average Question 3 5
 Average Question 4 5
 Average Question 5 5
 Average Question 6 5
 Average Question 7 5
 Average Question 8 5
 Average Question 9 5

Was Housing staff able to help you?
 (Check indicates Yes)

Total Yes 3
 % Yes Staff Help You 100%

Rating

5=Outstanding
 4=Good
 3=Satisfactory
 2=Improvement Needed
 1=Unsatisfactory

Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 1

Housing Landlord

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>#10</i>	<i>Housing Landlord Comments</i>
4/26/2011	5	5	5	5	5	5	5	5	3	5	
4/27/2011	5	5	5	5	5	5	5	5	5	5	Denna is an absolute treasure to work with!! Couldn't ask for anyone more pleasant!
4/28/2011	5	5	5	5	5	5	5	5	4	5	Should have include postage on envelope!

Total Surveys 3

Rating

5=Outstanding
4=Good
3=Satisfactory
2=Improvement Needed
1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 5

Average Question 5 5

Average Question 6 5

Average Question 7 5

Average Question 8 5

Average Question 9 4

Average Question 10 5

Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. The inspection process was timely and fair.
4. The inspections process was informative.
5. Housing staff made clear the reasons for repairs needed.
6. Housing staff thoroughly explained the lease, eviction and financial processes.
7. Housing staff answered my questions both clearly and professionally.
8. Housing staff responded promptly to my questions, phone calls and other contacts.
9. The Housing office is conveniently located.
10. Rate your overall satisfaction wiht your experience with Housing Department.

Panasoffkee Library 1-5

Date Rcvd	1-3/week	1week	< 1month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgra	TeenProgra	AdultProgra	StudyMark	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Too	# 4 No	# 4 Comment	# 5	# 5 Comment
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	They always get what I need
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	I've gotten to know them on a personal level
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Excellent library staff. Always friendly and helpful
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		2	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	

Panasoffkee Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	3	3	2	The staff needs storage, heal Librarian needs private office and an area needed for Friends to better sell books on daily basis plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The staff is knowledgeable and pleasant, easy to work with and know the patrons.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The people at the library are very nice and helpful.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff has always been helpful and friendly!
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The staff at Lake Panasoffkee is always helpful. Very willing to go out of their way and very pleasant!!
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Change around the days that programs are offered so that more people can utilize them. Example a person may go to school or work on a day a computer class is offered but if they changed that day the next quarter, someone different maybe able to attend.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Date Rcvd	1-3/week	1/month	< 1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Programs	Teen Programs	Adult Programs	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	---------	-----------	-------------	-------	-------------	-----------	------	------------	-----------	--------------	----------------	---------------	----------------	------------	-----------	---------------	---------	-----	-------------	---------	--------------	-------------	-----	-------------

Total Surveys 8

1. How often do you visit the library?

Total One to three times	3	Percent Total Surveys	38%
Total At least once	4	Percent Total Surveys	50%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	7	Percent Total Surveys	88%
Total Audio Books	0	Percent Total Surveys	0%
Total Music CDs	1	Percent Total Surveys	13%
Total DVDs	2	Percent Total Surveys	25%
Total Newspapers	1	Percent Total Surveys	13%
Total Magazines	2	Percent Total Surveys	25%
Total Use Computer	3	Percent Total Surveys	38%
Total Attend Child Programs	0	Percent Total Surveys	0%
Total Attend Teen Programs	0	Percent Total Surveys	0%
Total Attend Adult Programs	0	Percent Total Surveys	0%
Total Study or Work Space	0	Percent Total Surveys	0%
Total Socialize	0	Percent Total Surveys	0%
Total None of these	0	Percent Total Surveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	6	Percent Total Surveys	75%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	13%

5. The library staff was responsive to my needs.

Average # 5 2.5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Date Recd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment

Total Surveys 8

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	1	Percent Total Surveys	13%
Total #6 None of These Programs	4	Percent Total Surveys	50%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	13%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.67	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	0	Percent Total Surveys	0%
	Total Female	6	Percent Total Surveys	75%

How old are you?

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	1	Percent Total Surveys	13%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	2	Percent Total Surveys	25%
Total 56+	3	Percent Total Surveys	38%

Villages Library 1-5

Date Rcvd	1-3/week	1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newsletters	Magazines	IlseCommute	ChildProgra	TeenProgra	AdultProgra	StudyWork	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	My laptop	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Very friendly - new library not as attentive
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	don't like not being able to reserve books until the library actually has the book.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Picked up 2 reserved books	2	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	They are all very helpful
4/29/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Get most reserves in an appropriate timeframe	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
4/29/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	

Villages Library 6-10

Date Recvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	0	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	85+ yrs.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	More large print books (esp. male authors)
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	health education	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Need more exercise books and health related books and magazines.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I also use the library's newspapers for copying the daily puzzles (Orlando Sentinel, USA Today). Today both sections were missing. Perhaps it would be prudent for the library to post a sign asking customers to make copies of the puzzles so that all readers can enjoy. Please make a sign to be posted right above the newspaper rack. Thank you!!
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The personnel at Belvedere Library are great - very friendly, but went to Pinellas Plaza, 3 individuals doing absolutely nothing - asked for my book which I was picking up - they sent me to another desk where the woman was helping someone, she kept apologizing for my wait, told her no problem, finally she even said, 3 people and no one helped you - she called over a person to help me.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	3	I do not use the computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Date Recd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		when is someone going to run a street sweeper thru the parking lot?
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		We love our library and use it all the time. Staff is friendly and helpful.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	3	2	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		I have used the library for many years and the staff and their work ethics have always been top notch. Need to expand this fine facility.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	1	1	0	I don't use computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	e books	1	2	1	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	0	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	3	2	2	Facility should have been built larger.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Once in a while not working properly	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Sure glad to have the library nearby.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Too many romance novels	2	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Not enough "good" fiction, i.e., mystery, historical fiction. Today I visited the new library at the Sumter County Bldg. (466a) WOW! It made me wonder why ours is so small. ESP - with all that adjacent empty land!
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	3	Could be larger	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The staff is great! Very helpful.
4/29/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

[illegible]

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Music CDs	Audio Books	DVDs	Newspapers	Magazines	Use Computer	Teen Programs	Child Programs	Adult Programs	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	--------	-----------	-------------	-------	-----------	-------------	------	------------	-----------	--------------	---------------	----------------	----------------	------------	-----------	---------------	---------	-----	-------------	---------	--------------	-------------	-----	-------------

Total Surveys 24

1. How often do you visit the library?

Total One to three times	5	<i>Percent Total Surveys</i>	21%
Total At least once	10	<i>Percent Total Surveys</i>	42%
Total Less than once	5	<i>Percent Total Surveys</i>	21%
Total Not on regular basis	2	<i>Percent Total Surveys</i>	8%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	21	<i>Percent Total Surveys</i>	88%
Total Audio Books	4	<i>Percent Total Surveys</i>	17%
Total Music CDs	1	<i>Percent Total Surveys</i>	4%
Total DVDs	5	<i>Percent Total Surveys</i>	21%
Total Newspapers	3	<i>Percent Total Surveys</i>	13%
Total Magazines	5	<i>Percent Total Surveys</i>	21%
Total Use Computer	6	<i>Percent Total Surveys</i>	25%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	1	<i>Percent Total Surveys</i>	4%
Total Study or Work Space	1	<i>Percent Total Surveys</i>	4%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	1	<i>Percent Total Surveys</i>	4%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.67 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	23	<i>Percent Total Surveys</i>	96%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

5. The library staff was responsive to my needs.

Average # 5 2.88 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment

Total Surveys 24

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	4%
Total #6 Adult Programs Events	2	Percent Total Surveys	8%
Total #6 None of These Programs	20	Percent Total Surveys	83%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	7	Percent Total Surveys	29%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys	8%
Total #7 Other	3	Percent Total Surveys	13%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.29	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.71	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.25	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1.71	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	5	Percent Total Surveys	21%
	Total Female	19	Percent Total Surveys	79%

How old are you?

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	1	Percent Total Surveys	4%
Total 56+	22	Percent Total Surveys	92%

Wildwood Public Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	TeenBooks	AdultBooks	StudyWork	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
4/11/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	More WWI books please - personal accounts especially	<input checked="" type="checkbox"/>	<input type="checkbox"/>	beautiful books! Great choices in many subjects!	3	Wonderful people!

Wildwood Public Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	------	------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

4/11/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	Thank you for sturdy chairs with arms which older citizens need to sit and stand. We appreciate seating which is not too low, also.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			We need adequate stock research such as "value line" "Wall St. Journal" and Investors Business Daily". Specialized cookbooks and food picture book such as "cheeses" are missing. WWII needs to be greatly expanded. All subjects for older citizens needed - The Villages residents should be considered for their age group and specialized reading provided for our education, recreation, finances, health, well-being, beauty, fashion, hair style, cancer, estate planning, deaths, support references, travel, etc. Remember, we are paying a huge amount of the taxes and road, more than working adults who are younger. We tend to do research on subjects more than younger people.
-----------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------	--------------------------	--	---	---	---	---	--------------------------	-------------------------------------	-------------------------------------	--------------------------	--------------------------	-------------------------------------	--	--	--

Date Rcvd	Use For	# 3	# 3 Comment	# 4	# 4 Comment	# 5	# 5 Comment
1-3/week							
1/week							
< 1/month							
Not Regular							
Books							
Audio Books							
Music CDs							
DVDs							
Newspapers							
Magazines							
Use Computer							
Child Programs							
Teen Programs							
Adult Programs							
Study/Work							
Socialize							
None of These							

Total Surveys 1

1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	0%
Total At least once	1	Percent Total Surveys	100%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1	Percent Total Surveys	100%
Total Audio Books	0	Percent Total Surveys	0%
Total Music CDs	0	Percent Total Surveys	0%
Total DVDs	0	Percent Total Surveys	0%
Total Newspapers	0	Percent Total Surveys	0%
Total Magazines	1	Percent Total Surveys	100%
Total Use Computer	1	Percent Total Surveys	100%
Total Attend Child Programs	0	Percent Total Surveys	0%
Total Attend Teen Programs	0	Percent Total Surveys	0%
Total Attend Adult Programs	0	Percent Total Surveys	0%
Total Study or Work Space	0	Percent Total Surveys	0%
Total Socialize	0	Percent Total Surveys	0%
Total None of these	0	Percent Total Surveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment

Total Surveys 1

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	1	Percent Total Surveys	100%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	100%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers		3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	0	Percent Total Surveys	0%
	Total Female	1	Percent Total Surveys	100%

How old are you?

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	1	Percent Total Surveys	100%

Mosquito Control by Date Range

<i>Date Rcvd</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Response Time</i>	<i>Effectiveness of Service</i>	<i>MC Comments:</i>
4/14/2011		1	1	1	1	
4/15/2011	Rivers Edge Estates Lake Pan	5	5	5	5	Your man just fogged our community and he did a very thorough job. He hit all the hot spots and didn't skip any of the streets. WELL DONE!!! Mark Fallace

Total Surveys 2

Average Initial Contact	3	5=Excellent
Average Customer Service	3	4=Good
Average Response Time	3	3=Expected
Average Effectiveness of Service	3	2=Fair
		1=Poor

Probation

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>#10</i>	<i>#11</i>	<i>#12</i>	<i>Probation Comment</i>
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	Mr. Story and his staff were excellent and very courteous to me.
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	They were great!! But I hope to never see them again.
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	
4/29/2011	5	5	4	5	5	5	5	5	5	5	5	5	
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	
4/29/2011	5	5	5	5	5	5	5	5	5	5	5	5	Jamie L. Summers

Total Surveys 7

Rating

5=Outstanding
4=Good
3=Satisfactory
2=Improvement Needed
1=Unsatisfactory

Average Question 1 5
Average Question 2 5
Average Question 3 4.9
Average Question 4 5
Average Question 5 5
Average Question 6 5
Average Question 7 5
Average Question 8 5
Average Question 9 5
Average Question 10 5
Average Question 11 5
Average Question 12 5

Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
4/18/2011	Lake Miona	5	5	5	5	Park is great - clean, etc.

Total Surveys 1

Average Initial Contact	5	5=Excellent
Average Customer Service	5	4=Good
Average Scheduling	5	3=Expected
Average Setup/Cleanliness	5	2=Fair
		1=Poor

Road and Bridge by Date Range

<i>Date Rcvd</i>	<i>Request Date</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Service</i>	<i>Response</i>	<i>QualityWork</i>	<i>R/B Comments:</i>
4/3/2011							Wasn't pleased that sumter County couldn't help me with my problem. Not fair- could present a problem down the line. SR02-01

Total Surveys 1

Average Initial Contact

Average Customer Service

Average Response Times

Average Quality of Work

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Solid Waste by Date Range

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
4/1/2011	3/29/2011	4	4	4	2	CDA 2-39
4/4/2011	3/28/2011	5	5	4	4	CDA 2-36
4/5/2011	3/28/2011	5	5	5	5	Its always a pleasure. The people are always nice and helpful. The site is always neat and clean. Recycling options are top notch! CDA 2-47
4/18/2011	4/8/2011	4	4	4		Every time I return, the service has changed. It almost looks like you are getting ready to close down. What's going on? - CDA 2-44
4/13/2011		5	5	4	5	P3-13
4/18/2011	4/5/2011	4	4	4	3	P3-12
4/18/2011	4/9/2011	5	5	5	5	You're great and helpful.
4/18/2011		5	5	5	5	Employees are very firendly and helpful. P3-3
4/18/2011		5	5	5	4	Found all employees very friendly and helpful.
4/19/2011	4/12/2011	4	5	4	4	P 3-21
4/19/2011		5	5	5	5	P 3-6
4/20/2011		4	4	4	4	P 3-2
4/20/2011		5	5	5	5	P 3-22
4/20/2011	4/15/2011	5	5	4	1	I believe recycling has been discontinued at this site. CDA 3-3
4/25/2011	4/16/2011	5	5	5	5	Staff and trustee's are very helpful and courteous. Fast service, thank you CDA 3-5
4/25/2011	4/8/2011	4	4	4	4	P 3-5
4/25/2011	4/16/2011	5	5	5	5	The inmates are very helpful and nice - Everyone is great! CDA 3-10
4/25/2011		5	5	5	5	Smiling greeters, empty our trunk right away. Jim Schmedo CDA 3-13
4/27/2011	4/21/2011	5	5	5	4	By going from weight to sq. yd. measurement, you have doubled my cost at bringing waste to your site! Go back to using SCALE CDA 3-12

Total Surveys 19

Average Initial Contact 4.7

Average Customer Service 4.7

Average Site Appearance 4.5

Average Recycling Options 4.2

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass	Times/m	Trav	Dr	How often	On time?	Why not?	Transit Comments
4/29/2011	5	5	5	5	5	5	5	3	5	<input checked="" type="checkbox"/>		20	<input type="checkbox"/>		Daily	<input type="checkbox"/>		Need to improve when picked up from school at 3. There are times he doesn't get home until after 4pm. Afternoon trips are extra long at times.
4/29/2011	5	4	5	5	5	5	4	5	5	<input checked="" type="checkbox"/>		12	<input type="checkbox"/>			<input type="checkbox"/>		Not at the moment.
4/29/2011	4	5	5	5	5	5	3	3	4	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		N/A
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		12	<input type="checkbox"/>			<input type="checkbox"/>		Great service to community, friendly drivers. Good people, Christina is great - keep it in the county don't sacrifice service to save a few bucks. If there was more demand it would be nice to have weekend service, but I realize this is a small town area.
4/29/2011	5	4	5	5	5	5	5	4	5	<input checked="" type="checkbox"/>		20	<input type="checkbox"/>			<input type="checkbox"/>		No, not really.
4/29/2011	4	4	4	4	4	4	4	4	4	<input type="checkbox"/>		0	<input type="checkbox"/>			<input checked="" type="checkbox"/>		
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input checked="" type="checkbox"/>		None
4/29/2011	5	5	5	5	5	5	4	4	5	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		Nothing at the moment.
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		0	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		N/A
4/29/2011	4		4	4	5	4	4			<input type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	3	3	5	5	5		4	4	4	<input checked="" type="checkbox"/>		20	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	3	3	4	4	4	4	4	4	4	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	4	4	4	4	4		4	4	4	<input checked="" type="checkbox"/>		20	<input type="checkbox"/>		Everyday	<input type="checkbox"/>	Everyday	No, Cleveland Wallingers, Jr.
4/29/2011	4	4	4	4	5	5	4	4	4	<input checked="" type="checkbox"/>		15	<input type="checkbox"/>			<input type="checkbox"/>		#7 - The seniors are not always picked up and delivered on time to Senior Centers.
4/29/2011	4	4		4	4	4	4	4	4	<input type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		No
4/29/2011	3	3	5	5	5	5	3	3	3	<input checked="" type="checkbox"/>		12	<input checked="" type="checkbox"/>		Rosely	<input checked="" type="checkbox"/>		
4/29/2011	4	4	4	4	4	4	4	4	4	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	4	4		5	5	5	3	4	4	<input type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		0	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
4/29/2011	3	5	5	5	5	5	5	5	4	<input checked="" type="checkbox"/>		15	<input checked="" type="checkbox"/>		1-2 month	<input checked="" type="checkbox"/>		Wait for P/U is sometimes long, but understandable. This is a vital service for us as husband is wheelchair bound and unable to stand & transfer in and out of car. We would be completely home bound since there is no way we could afford a wheelchair van and do not qualify for assistance. This service and the drivers are a true blessing.
4/29/2011	5	4	4	4	5	5	5	5	4	<input checked="" type="checkbox"/>		20	<input checked="" type="checkbox"/>		Every 6 months.	<input checked="" type="checkbox"/>		
4/29/2011	5	5		5	5	5	4	5	5	<input type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
4/29/2011	2	3	3	3	3	3	3	3	2	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input checked="" type="checkbox"/>		

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass Times/m	Trav Dr	How often	On time?	Why not?	Transit Comments
4/29/2011	5	5	5	5	5	5	5	5	5	<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		No improvement is needed. The drivers are very courteous. I truly enjoy riding transit and would recommend to anyone.
4/29/2011	4	4	4	4	4	4	4	4	4	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4/29/2011	4	5	4	4	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4/29/2011	3	3	3	4	3	3	3	4	3	<input checked="" type="checkbox"/>	12	<input checked="" type="checkbox"/>	3 times a week	<input checked="" type="checkbox"/>	Yes I am there on time.	
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	5	<input type="checkbox"/>		<input type="checkbox"/>		Everything is great. Keep up the great work. Drivers are always polite, kind and helpful to everyone who gets on the bus.
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	6	<input checked="" type="checkbox"/>	5-10	<input checked="" type="checkbox"/>		Great service! If it wasn't for SCT I wouldn't be able to get my handicap son to Dr. appt. or anything.
4/29/2011	2	5	3	4	5	5	5	5	3	<input checked="" type="checkbox"/>	20	<input type="checkbox"/>		<input type="checkbox"/>		
4/29/2011	5	5	4	4	5	5	5	5	4	<input checked="" type="checkbox"/>	32	<input type="checkbox"/>		<input type="checkbox"/>		times per month - 16 to work, 16 home = 32 times
4/29/2011	5	4	3	5	5	5	5	5	5	<input checked="" type="checkbox"/>	40	<input type="checkbox"/>		<input type="checkbox"/>		None
4/29/2011	4	5	4	5	5	4	5	5	4	<input checked="" type="checkbox"/>	16	<input checked="" type="checkbox"/>	4-5	<input checked="" type="checkbox"/>		Pick up on time - OK
4/29/2011	2	3	4	4	5	5	3	4	4	<input checked="" type="checkbox"/>	12	<input checked="" type="checkbox"/>	4 times	<input checked="" type="checkbox"/>		
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		I am satisfied with the situation - Thank you.
4/29/2011	4	5	5	5	5	5	4	5	5	<input checked="" type="checkbox"/>	20	<input type="checkbox"/>		<input type="checkbox"/>		You passenger services are outstanding.
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	12	<input type="checkbox"/>		<input type="checkbox"/>		Great service for community - Friendly drivers. Keep this service the way it is county run.
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	20	<input checked="" type="checkbox"/>	Mon thru Friday	<input checked="" type="checkbox"/>		Excellent service.
4/29/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>		I am a new passenger and I am so happy with the efficient well organized and courteous service. Thank you.
4/29/2011	4	5	4	4	5	5	5	5	4	<input checked="" type="checkbox"/>	15	<input checked="" type="checkbox"/>	Bi-monthly	<input checked="" type="checkbox"/>		
4/29/2011										<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 42

Average Question 1 4.2
 Average Question 2 4.4
 Average Question 3 4.4
 Average Question 4 4.6
 Average Question 5 4.8
 Average Question 6 4.7
 Average Question 7 4.4
 Average Question 8 4.5
 Average Question 9 4.4

Rating

5=Outstanding
 4=Good
 3=Satisfactory
 2=Improvement Needed
 1=Unsatisfactory

Questions

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

I am a frequent passenger with SCT (Check mark indicates Yes)

Frequent Passenger 35
 % of passengers frequent 83%
 Total Times Per Month 378
 Average Times per Month 10.8

I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)

Total who travel to Dr. outside county 16
 % of passengers to Dr. outside county 38%

When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)

Total who travel to Dr. outside County, on time 19
 % of passengers to Dr., on time 119%

Veterans Benefits by Date Range

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	VSO Comments:
4/7/2011	5	5	5	4	4	5	5	5	5	Fred: I have been seeing Deborah smith for the last 4 years. She has been very caring and professional with me in all of my dealings with helping me in filing the proper forms and answering all of my quotations. She has been a big part in helping me obtain my benefits.
4/7/2011	5	5	5	3	5	5	5	5	5	
4/7/2011	5	5	5	5	5	5	5	5	5	I think that this facility is the best thing that has happened to Vets in this area in a long time. I feel that it is a very classy place and run in a very efficient way by very professional people.
4/7/2011	5	5	5	5	5	5	5	5	5	The new VA Clinic in The Villages is very impressive. They have been excellent with the services they have provided me. I look forward to more services when they come available there. Thank you. Richard Dobson has been most helpful with all my paperwork involving my claim. He is very knowledgable and comfortable to work with. Any future questions I feel free to contact him.
4/7/2011	5	5	5	5	5	5	5	5	5	
4/7/2011	5	5	5	5	5	5	5	5	5	Sir: If you had used the word excellent in your survey, that would clearly defin my satisfaction with the service I have received.
4/3/2011	5	5	5	5	5	5	5	5	5	
4/8/2011	4	5	4	4	5	4	4	4	4	
4/8/2011	5	5	5	5	5	5	5	5	5	I must say they treat you with the upmost respect. They do the best to care 110%, whety you have an appointment you never wait. They do the very best they can.
4/8/2011	5	5	5	5	5	5	5	5	5	
4/8/2011	5	5	5	5	5	5	5	5	5	Mr. Richard Dobson is a dedicated professional. He was caring took great care and patience to understand and provide me with the best service. My thanks to all you staff.
4/11/2011	5	5	5	5	5	5	5	5	5	Fred Harrop has been a wonderful advocate for my mother in assisting us with her VA pension. Without his help, the paperwork would have been extremely difficult and frustrating. Mr. Harrop has always been pleasant, prompt, and efficient!
4/11/2011	5	5	5	5	5	5	5	5	5	The staff treats you as if you are the most important person and taking care of your needs is their #1 priority. Richard Dobson is great and a real asset to your staff - he takes that extra step to insure your needs are taken care of. Dealing with the VA staff is a real pleasure and I'm very glad they are there.
4/11/2011	5	5	5	5	5	5	5	5	5	The entire staff was outstanding. Ms. Carolyn Allfrey was very helpful in filling out my forms and explaining requirements.
4/11/2011	5	5	5	5	5	5	5	5	5	I cannot possibly thank Fred Harrop enough. There is no question that I could not have been successful in my Veterans claim without his help and guidance. He is a God send to all Veterans that need his assistance.

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>VSO Comments:</i>
4/11/2011	5	5	5	5	5	5	5	5	5	I would like to take this opportunity to commend Mr. Fred Harrop, Mr. Richard Dobson, and Ms. Linda Johnson in the performance of their duties within the Sumter County Veterans Service Office. I have lived in The Villages since 1997 and have visited the Veterans Service Office on many occasions. I have found these employees truly exceptional in their professionalism, job knowledge, and willingness to "leave no stone unturned" in their efforts to assist veterans in solving any problems the encounter in their veteran status. During my initial visits to the Veterans Service Office, I was assisted by Mr. Dan Baker and later by Mr. Dobson. I have always received outstanding, professional service and assistance. Upon arriving at the Veterans Service Office, I was always greeted in a professional and courteous manner by Ms. Johnson. Regardless of how busy she was at the time of my arrival, she always offered a cheerful greeting to me. This means a lot to a concerned veteran. In recent months I have been assisted by Mr. Harrop in resolving problems involving my retired pay. With Fred's outstanding guidance and tireless efforts, I am happy to state that my retired pay problems are being favorably resolved. The outstanding qualities of service demonstrated by the above mentioned employees reflect great credit upon themselves, the Veterans Service Office, and the Sumter County Division of Community Services. Sincerely, William P Crane
4/13/2011	5	5	5	5	5	5	5	5	5	Mr. Harrop was helpful, courteous, and informative. A tremendous help. Mr. Neely explained everything clearly. Great people to work with.
4/13/2011	5	5	5	5	5	5	5	5	5	Thank you for your service
4/15/2011	5	5	5	5	5	5	5	5	5	
4/18/2011	5	5	5	5	5	5	5	5	5	
4/18/2011	5	5	5	5	5	5	5	5	5	I would like to comment on your staff services, namely Mrs. Deborah Smith, Veterans Service Coordinator at the Wildwood office in Florida. Mrs. Smith is a very pleasant person, always very helpful and takes time to explain any and all questions. It is always a pleasure when making an appointment with her, knowing that when you leave her office she has done her best to educate you in all phases of all reports that I have received from the Veterans Services Dept.
4/25/2011	5	5	5	5	5	5	5	5	5	
4/27/2011	5	5	5	5	5	5	5	5	5	I would like to thank Carolyn at the VA office in Bushnell. She has been a good help to my dad and mom and also to me. She was really helpful when my dad was sick and when he passed away. Again, I would like to thank Carolyn for being such a great person and being so helpful.

Total Surveys 23

Rating

5=Outstanding
4=Good
3=Satisfactory
2=Improvement Needed
1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 4.8

Average Question 5 5

Average Question 6 5

Average Question 7 5

Average Question 8 5

Average Question 9 5

Questions

1. Veterans Service Office (VSO) was responsive to my needs.
2. VSO staff treated me with respect and courtesy.
3. The VS Officer provided individual attention to my issues.
4. I was asked appropriate questions to aid in obtaining my earned benefits.
5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
7. My VS Officer answered my questions both clearly and professionally.
8. The VS Office spent sufficient time with me to fully understand my needs.
9. Rate your overall satisfaction with your experience.